

Work Safe BC COVID – 19 Safety Plan – Updated Nov 20th, 2020

- **AdvantageHOPE Office**
- **Hope, Cascades & Canyon Visitor Centre**

Staff:

Shannon Jones – **Executive Director**

Sarah Brown – **Operations Manager**

Brian McKinney – **Visitor Centre Information Councillor**

Location:

919 Water Ave

Hope, BC

V0X 1L1

Step 1: Assess the risks at your workplace:

Identify areas where there may be risk, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater risk.

- We have involved frontline workers and supervisors.
 - Work Safe Plan has been created and reviewed by Executive Director and Operations Manager
- We have identified areas where people gather, such as break room, production lines, and meeting rooms.
 - Visitor Information Centre of Atco trailer
 - Outside of washroom
 - Exterior front entry
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at work locations.
 - Interacting with the traveling public on site of the Visitor Centre
 - Roaming visitor services

- Meetings on site (Executive Director)
 - Board meetings
- We have identified the tools, machinery, and equipment that workers share while working.
 - Cash register
 - Debit machine
 - Guides, brochure & maps
 - Computers
 - Printer
 - phones
- We have identified surfaces that people often touch, such as doorknobs, elevator buttons, and light switches
 - Doorknobs (Trailer entry 1 & 2, ED office & washroom)
 - Light switches
 - Front counter
 - Visitor Centre pod insert
 - Guide racks/shelves
 - Merchandise shelves
 - Printer
 - Phones

Step 2: Implement protocols to reduce risk:

Select and implement protocols to minimize the risk of transmission. Look to the following for information & guidance:

- Review industry specific protocols
 - Guidelines from DBC have been reviewed and implemented
- Orders, guidance, and notices issued by the Provincial health officer and relevant to your industry
 - Health officer Dr. Bonny Henry's order/notice is attached to this Work Safe BC Plan

First level protection (elimination): Limit the number of people in your workplace and ensure physical distancing whenever possible.

- We have established and posted an occupancy limit for our premises.
 - Limit of one staff member at any given time

- No public access permitted within the Atco trailer. All visitors that enter the visitor pod must wear a mask.
- In order to reduce the number of people on the worksite, we have implemented work-from-home arrangements for the Executive Director and Operations Manager, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
 - Board Meetings will remain virtual until further notice.
 - Visitor Centre staff divided (one visitor centre staff member on site at a time)
 - No one other than staff will be allowed in the Atco trailer until further notice.
- We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
 - No public washrooms available
 - Masks must be worn should two employees be in the common area at the same time. (This will only come into effect should the Executive Director have a time sensitive matter and The Executive Director will do her best to accommodate Visitor Centre staff by using the office before 10am or after 2pm).
- We have implemented measures to keep workers and others at least 2 meters apart, wherever possible. Options include revising work schedules and reorganizing work tasks.
 - We have revised our work schedules to support one staff member on site at a time.
- Measures in place – List your control measures for maintaining physical distancing:
 - Working offsite or remotely
 - Changing how tasks are done (ex phased Visitor Centre interaction. Designated parking spots for pull up VC services, insert built inside of the VC for visitors with masks to enter for further information, on foot visitors, exchange of VC material from interior to exterior)
 - Occupancy Limits for workers
 - Limiting or prohibiting visitors (ex no visitors inside of the building)
 - Reducing the number of visitors (ex limited visitors within VC insert, pull up Visitor services.

Second level protection (engineering): Barriers and partitions:

- We have installed barriers where workers cannot keep physically distanced from co-workers, customers, or others
 - Visitors pod is in place – plywood and plexiglass
- We have included barrier cleaning in our cleaning protocols.

- Hand sanitizer mounted on walls outside of Executive Director's office and trailer entrance.
- Pod insert must be cleaned once an hour during VC hours
- VC staff must sanitize hands before handing any material to the visitors from the inside
- We have installed the barriers, so they do not introduce other risks to workers
 - Pod is built on the interior of the building to accommodate all weather conditions
 - Structure is mobile for easy movement should there be an emergency
- Explain how the barriers or partitions will be used in your workplace:
 - A three walled structure has been built which fits into the frame of the entry doorway inside of the VC. This structure is wood on two sides floor to ceiling. The front of the structure is wood from floor three feet up to allow easy visual use for visitors who may be in a wheelchair. From the top of the wood there is a plexiglass insert that runs from the wood to the ceiling. This insert will have a 4" slot to allow for transfer of Visitor Guides, maps, brochures and merchandise to fit through as well as for verbal interactions.

Third level protection (administrative): Rules and Guidelines

- We have identified rules and guidelines of how workers should conduct themselves
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage

Measures in place:

List the rules and guidelines that everyone in the workplace must follow to reduce risk of airborne transmission.

- Designated entry for Operations Manager and Visitor Centre staff on one end of the building, separate entry point for ED leading directly into office space.
- Visitors will only be allowed to enter Pod structure if they are wearing a mask. If they do not have a mask our exterior VC staff member will enter the barrier for them to collect the requested materials.
- Interact machine will be used with tap only option.
- Sanitization dispensers are mounted at both entries of the building as well as inside the barrier structure. All staff must sanitize when entering or exiting one of the three designated workspaces.

- Masks must be worn if more than one employee is present in the common area or ED's office.

Fourth level protection (optional measures in addition to other control measures)

- We have reviewed the information on selecting and using masks and instructions on how to use a mask.
- We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- We have trained workers in the proper mask use.

Measures in place:

- Who will wear the masks?
 - Listed in level 2 and 3
- What work tasks will require a mask
 - Listed in level 2 and 3
- How have workers been informed of the correct use of masks?
 - How to tutorial and in person training

Reduce the risk of surface transmission through effective cleaning and hygiene practices

- We have reviewed the information on cleaning and disinfecting surfaces
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessible.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus.
- We have implemented cleaning protocols for all common areas and surfaces e.g. washrooms, equipment, shared workspaces, desks, light switches, and door handles.
- Workers who are cleaning have adequate training and materials
- We have removed unnecessary equipment to simplify the cleaning process. E.g. no shared utensils, coffee mugs, coffee makers etc.
- All tissue must be disposed of after single use flushed in the toilet. No tissue is to be disposed of in the garbage or left on surfaces.

Cleaning protocol:

Shannon Jones will be the designated sanitization employee. A full sanitization of the building will be done once a week. At the end of each Visitor Centre shift it is the responsibility of the on-duty employee to sanitize the debit machine if used, computer, door handles, phone handsets and visitor pod prior to leaving for the day.

Step 3: Develop policies

Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness at the workplace, and how workers can be kept safe in adjusted working conditions.

Our workplace policies ensure that workers and others showing symptoms of COVID 19 are prohibited from the workplace.

- Anyone who has had symptoms of COVID 19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache. Health checks MUST be done prior the start of every shift by employees.
- Anyone directed by Public Health to self isolate
- Anyone who has arrived from outside of Canada or who has had contact with confirmed COVID 19 case must self isolate for 14 days and monitor for symptoms.
- Employee visitors are prohibited from the workplace
- We have a working alone policy in place
- We have a working from home policy in place
- Employees have the training and strategies required to address the risk of violence that may arise as customers/visitors adapt to restrictions or modifications to the workplace. We have an appropriate violence prevention program in place.

Our policy addresses workers who may start to feel ill at work. It includes the following:

- Sick workers should report to ED, even with mild symptoms
- Sick workers will be asked to wash and sanitize their hands, they will be provided with a mask if they do not already have one, and isolated. The worker will be asked to go straight home.
- If the worker is severely ill, we will call 911
- Once worker is removed, we will clean and disinfect any surfaces that the ill worker has come in contact with.

Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, know how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures
- All workers have received the policies for staying home when sick
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices.
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.
- Management has been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

Step 5: Monitor your workplace and update your plans as necessary

Things may change as your business operates. If you identify a new area of concern, or if it seems like something is not working, take steps to update your policies and procedures. Involve workers in this process.

- We have a plan in place to monitor risks. We will make changes to our policies and procedures as necessary
- Workers know who to go to with health and safety concerns
- When resolving safety issues, we will involve other employees if necessary

Step 6: Assess and address risks from resuming operations

If your workplace has not been operating for a period of time during the COVID 19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff (Young Canada Works student)
- We have a training plan for staff taking on new roles and responsibilities
- We have a training plan around changes to our business, such as new equipment, processes, or products

I have read and agree to strictly follow the above listed WorkSafeBC Plan for AdvantageHOPE and the Hope, Cascades & Canyons Visitor Centre.

Ways in which Visitor Centres may achieve physical distancing include the following:

- Mark the floor at 2 metre intervals to promote physical distancing in aisles, line-ups, and at counters
- Use signs and markings to direct customers, to indicate appropriate distances to stand, to mark direction of travel, to designate entrances and exits, or to identify pick up zones for materials
- Post occupancy limits, and limit the number of people in the Visitor Centre at any given time to ensure physical distancing is maintained
- Provide a waiting area outdoors, with markers to designate safe distances, providing it is safe to do so
- Place a staff member at the entrance to monitor visitor entries and verbally remind visitors of the guidelines (in addition to posted signage)
- Install barriers, such as plexiglass dividers, at and between counters and open areas to prevent encroachment
- Label certain tables and chairs unavailable for use, or remove entirely, to maintain appropriate distances between customers
- Affix signage reminding employees and visitors to maintain physical distancing
- Use tape to mark off areas where staff and visitors can/cannot walk, or to mark off areas where staff may walk only in one direction (such as down an aisle or narrow corridor)

Other ways businesses may achieve physical distancing among employees include:

- Reconfigure the workplace to maintain appropriate distance between employees
- Limit the number of employees at one time in break locations by staggering break times
- Reduce in-person meetings and other gatherings, as well as non-essential visitors to the Visitor Centre (i.e.: family and friends)
- Be aware of and monitor the number of staff on site at any given time
- Postpone, re-arrange, or plan work tasks in such a way that employees are not required to work in proximity to one another
- Stagger start times and break times to avoid large groups of employees
- Designate additional rooms for breaks
- Remove furniture from break rooms, increase the spacing or add “do not use” signs to fixed seating
- Provide pre-opening training on procedures and protocols prior to opening; consider doing so in a virtual manner (Zoom, Skype etc.), and on-going coaching/reminders post-opening



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